Televisits: Frequently Asked Questions

1. **How do I tell that my appointment is for a video visit?**
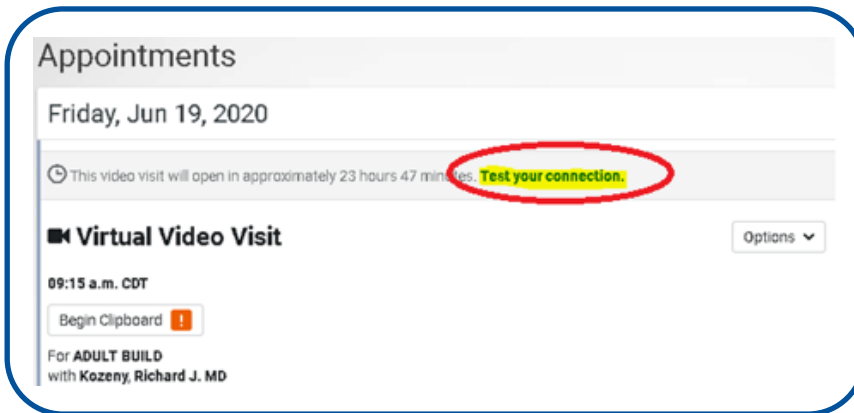There will be a video icon listed in front of your appointment.

2. **How to join a video visit from mystlukes portal?**
Joining video visit is easy. Log into mystlukes portal from the browser or healthelife app. Click on appointments on the left hand side of the navigation bar. Click on icon to start the meeting.
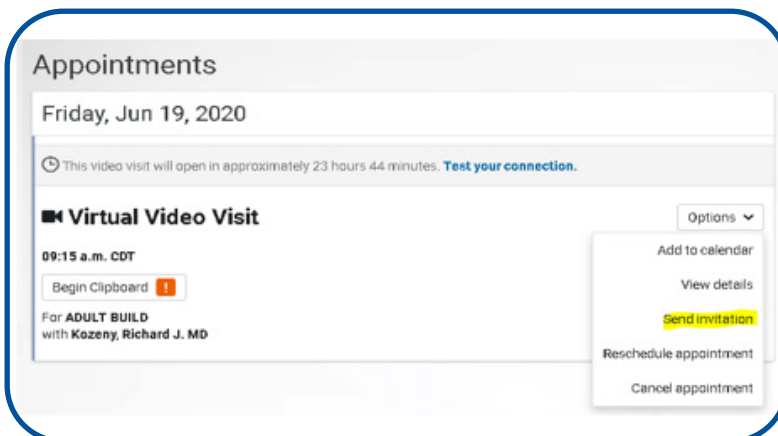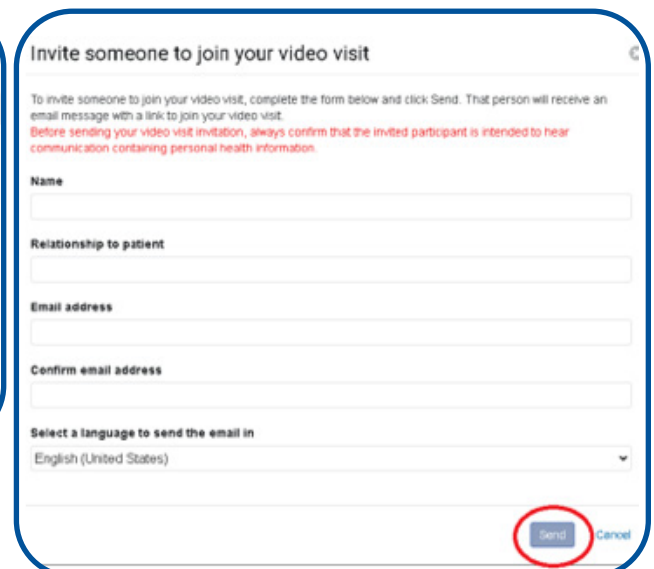

3. **Is there a way to test video and microphone connection prior to visit?**
Yes, you can test your connection prior to your appointment by clicking on "Test your connection" link.

4. **Is there a way to invite family members to join my video visit appointment?**
Yes, you can send them an invitation to join your video visit by clicking on options and selecting send invitation. Type in their name, relationship and their email address to invite them to your appointment. Fill out necessary fields and click on **"Send Invitation"** button to invite them.

St. Luke's
MEDICAL GROUP

5. **Do family members need their own mystlukes portal account to join the video visit from the invitation?**

No, they're not required to have mystlukes portal account to join your video visit. Family members are able to join the video visit using their mobile web browser or their normal desktop/laptop web browser.

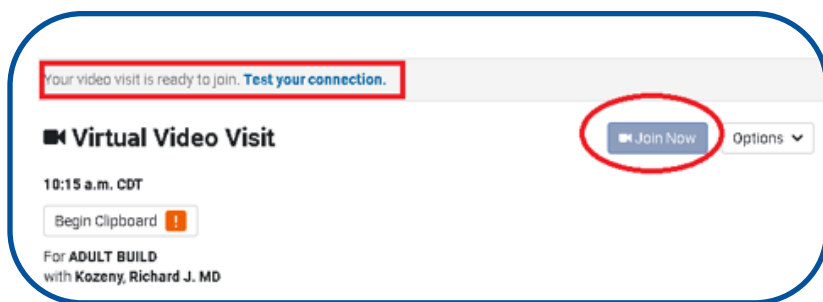**6.** **What browsers can I use when joining mystlukes video visit?**
- **Microsoft Edge** (version 79 and later), for Windows
- **Google Chrome** (Version 78 and later) for MacOS, Windows and Android
- **Safari** (version 12 and later), for macOS, iOS, iPadOS
- **Mozilla** Firefox (version 60 and later), for macOS and Windows

7. **How soon can I join the video visit?**

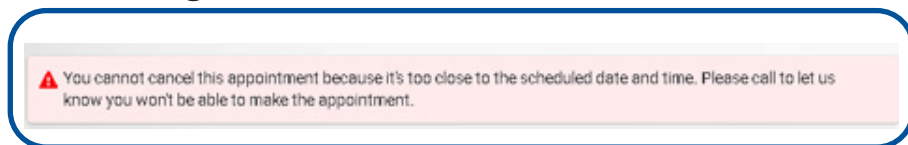We recommend to join 15 minutes prior to your appointment start time.

8. **How do I join the videovisit?**

The join now button will be listed next to options 30 minutes prior to your appointment. Click on the "**Join Now**" to join the appointment.

9. **Can I cancel my appointment online?**

No, you can send a request to your physician office by clicking on options and selecting cancel appointment. Fill out required fields as necessary. If you're video visit already started you will get a below message alert.

10. **How do I disconnect video visit?**

Click on the "hang up" button.

11. **What if disconnected my video call by a mistake?**

As long your appointment has not expired and the provider has not completed the visit you can re-join the video visit by clicking on "**join now**".

St. Luke's
MEDICAL GROUP